

Quarterly Report



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4th. Quarter 2002, Report No. 34

October-December 2002

California Partnership for Long-Term Care

www.dhs.ca.gov/cpltc

Participating Insurers

- Bankers Life and Casualty Company
- California Public Employees' Retirement System (PERS)
- Continental Casualty Company
- GE Capital Assurance (formerly AMEX)
- John Hancock
- New York Life Insurance Company
- Transamerica Occidental Life Insurance Company

	<u>This Quarter</u>	<u>To Date</u>
Applications Received:	4,317	57,456
Applications Denied:	686	10,634

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Applications Pending & Withdrawn:	0	0
Policies Purchased:	3,631	46,822
Policies Dropped (voluntarily & for unknown reasons):	311	4,252
Policies Not Taken Up: (dropped within 30 days of purchase)	254	2,048

I. Quarterly and Cumulative Statistics

<u>Telephone Calls:</u>	<u>This Quarter</u>	<u>Cumulative</u>
Number of Consumers Who Called Toll-Free	319	24,493 (CARE445)

Total Policies In Force (Active):	3,066	40,486
Number of Policyholders Who Received Service Payments:	183	594*

*This figure has been corrected as 67 policyholders were previously identified in error as having received benefit payments

I. Quarterly and Cumulative Statistics

<u>Age:</u>	<u>This Quarter</u>	<u>Cumulative</u>
Median	58	62
Target Age (55-74)	1,962 (64%)	29,305 (73%)
Other Ages	1,104 (36%)	11,181 (27%)

Gender:

Male	1,257 (41%)	16,358 (41%)
Female	1,809 (59%)	24,128 (59%)

Marital Status:

Married	2,116 (69%)	27,517 (68%)
Not Married	889 (29%)	12,797 (32%)
Unknown	61 (2%)	172 (<1%)

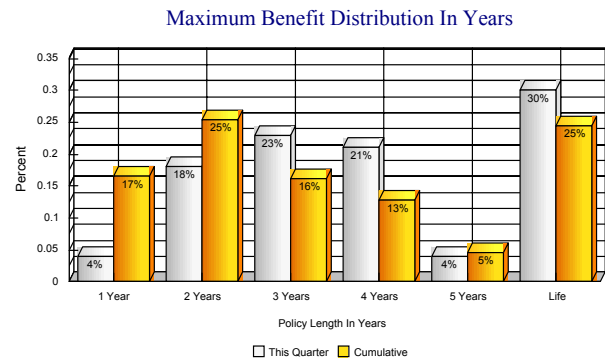
Policy Type:

Comprehensive	3,005 (98%)	37,438 (92%)
Nursing Home	61 (2%)	3,048 (8%)

Purchase Type:

First Time Purchase	2,974 (97%)	37,705 (93%)
Upgrade	31 (1%)	725 (2%)
Replacement	61 (2%)	2,048 (5%)
Reinstatement	0 (0%)	8 (<1%)
Totals for each category above	3,066 (100%)	40,486 (100%)

II. Maximum Benefit Amounts Distribution



Maximum Benefit (In years):

	1 Yr	2 Yr	3 Yr	4 Yr	5 Yr	Life	All
This Qtrr. # Policies	123	552	705	644	123	919	3,066
This Qtrr. %	4%	18%	23%	21%	4%	30%	100%
Cumulative # Policies	6,687	10,284	6,555	5,159	1,879	9,922	40,486
Cumulative %	17%	25%	16%	13%	5%	24%	100%

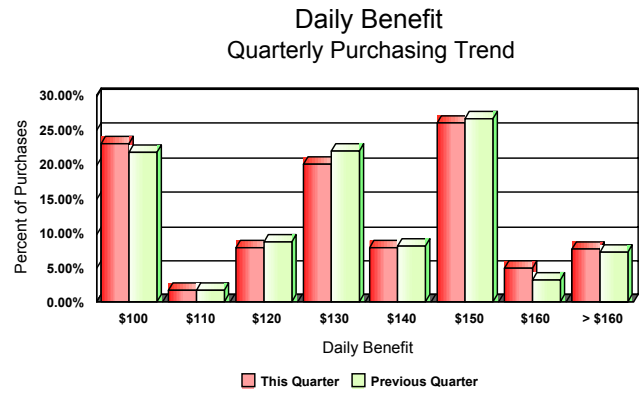
Characteristics By Maximum Benefit In Years (This Quarter)

Characteristic:

	1 Yr	2 Yr	3 Yr	4 Yr	5 Yr	Life	All
Married	52%	62%	71%	76%	67%	74%	69%
Female	62%	59%	56%	56%	63%	61%	59%
Avg. Age	62	65	62	61	57	54	58
Target Ages	58%	73%	77%	68%	71%	47%	64%
New Purchase	93%	96%	96%	96%	98%	98%	97%
Comprehensive Policy	94%	97%	98%	99%	94%	99%	98%

III. Daily Benefit Distribution

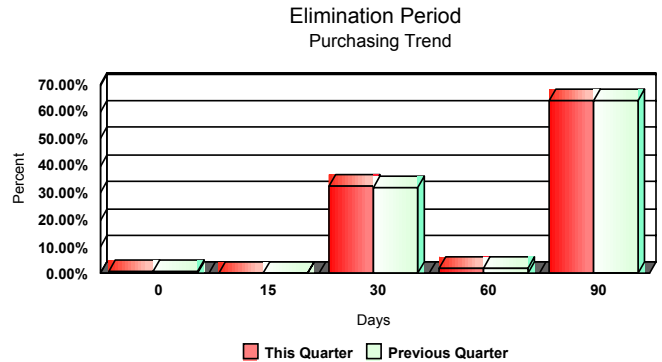
Daily Benefit	This Quarter	Previous Quarter
\$100	708 (23.10%)	(21.94%)
\$110	52 (1.71%)	(1.75%)
\$120	246 (8.03%)	(8.92%)
\$130	619 (20.20%)	(22.02%)
\$140	244 (7.96%)	(8.16%)
\$150	799 (26.05%)	(26.6%)
\$160	155 (5.07%)	(3.30%)
More than \$160	241 (7.87%)	(7.31%)



IV. Elimination Period Distribution

(at time of purchase)

Days	This Quarter	Previous Quarter
0	1.02%	1.07%
15	0.26%	0.54%
30	32.64%	32.10%
60	1.98%	2.03%
90	64.10%	64.26%



V. Age of Policyholders

(at time of purchase)

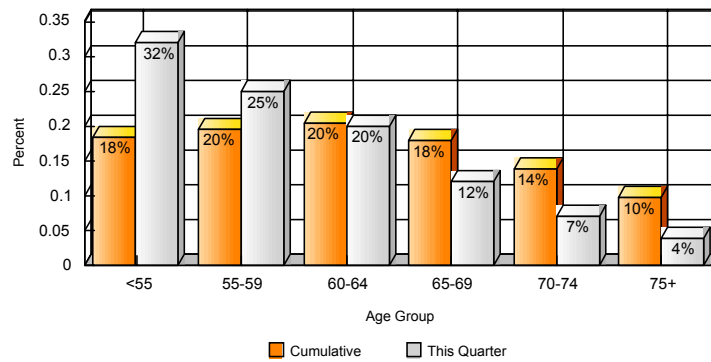
Age Group:

	<55	55-59	60-64	65-69	70-74	75+	Total
This Qtr. # Policies	980	767	613	368	215	123	3,066
This Qtr. %	32%	25%	20%	12%	7%	4%	100%
Cumulative # Policies	7,458	7,945	8,286	7,235	5,606	3,956	40,486
Cumulative %	18%	20%	20%	18%	14%	10%	100%

NOTE: At times, the plotted percentages may not appear to agree with the table above due to rounding.

Policyholders Age Distribution

By Age Group

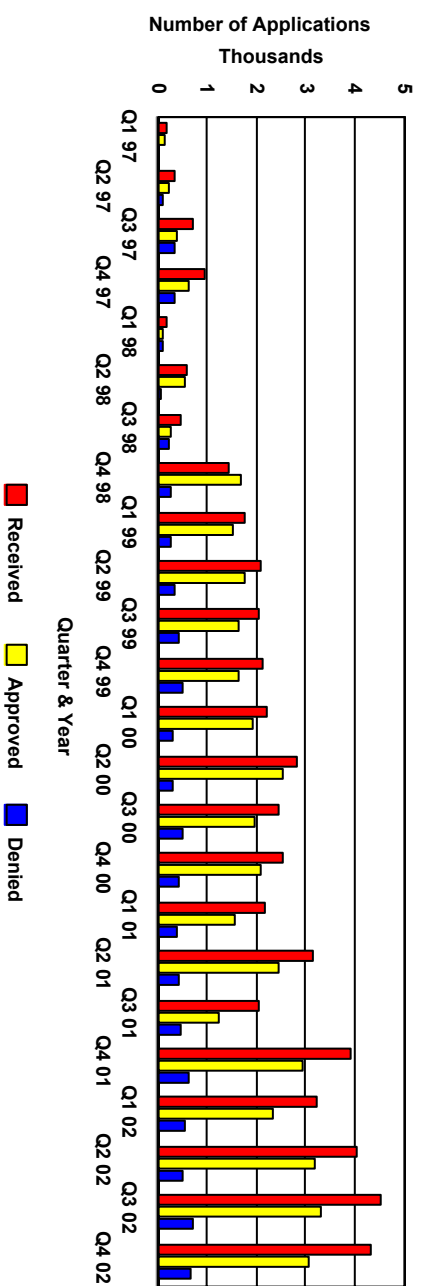


VI. Trends

	1997				1998				1999				2000				2001				2002						
	1994	1995	1996	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4				
Quarter	1994	1995	1996	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4				
Received	402	2,979	4,598	165	260	708	949	191	600	477	1,440	1,779	2,107	2,073	2,151	2,205	2,841	2,473	2,528	2,179	3,141	2,035	3,907	3,218	4,063	4,548	4,317
Approved	237	2,123	3,095	140	239	375	612	115	537	262	1,692	1,520	1,763	1,655	1,654	1,908	2,547	1,978	2,087	1,561	2,452	1,224	2,942	2,351	3,174	3,330	3,066
Denied	60	713	1,039	25	121	326	337	84	63	215	269	259	344	418	497	287	294	495	441	387	437	473	645	529	497	693	686

NOTE: A correction has been made in the Received and Approved rows of this table for the quarters 1 through 3 of the year 2001. During the 4th. quarter of 2001, we switched from a Cumulative data presentation to a Quarterly data presentation. It was during this conversion that the wrong figures were entered onto this table. The errors affected this table and resulting graph ONLY.

Trend In Applications Received, Approved, Denied By Quarter



Redesigned policies available as of the 4th. quarter of 1998

VII. Policyholders and Asset Protection Earned

	<u>This Quarter</u>	<u>Cumulative</u>
Number of policyholders to date, who have qualified to receive benefit payments	57	702
Total asset protection earned by all policyholders who received benefits	\$1,065,754	\$10,041,979
Number of policyholders currently in benefit/payments made	183	N/A
Number of Policyholders that have exhausted benefits	3	43
Total asset protection earned to date by policyholders that have exhausted benefits	\$139,764	\$2,233,633
Number of policyholders that died while in benefit	20	192
Total remaining asset protection that will NOT be accessed due to policyholders demise while in benefit.	\$923,612	\$8,319,028
Number of policyholders who have exhausted their policy benefits and accessed Medicaid as of 12/31/2002	0	10
Asset protection earned by policyholders who have exhausted their policy benefits and accessed Medicaid as of 12/31/2002	N/A	\$518,038

NOTE: Data is audited on an ongoing basis. For this reason, some cumulative figures may show adjustments made during the current quarter , that on the surface may not appear to consolidate with the previous quarter cumulative figures.

VIII. Service Utilization

Type of Service (Other Than Care Management)	This Quarter, % of All Services Rendered to Policyholders In- Benefit (183) by Type of Service	Cumulative % of All Services Ren- dered to All Policyholders (702) by Type of Service
Skilled Nursing Facility	6%	6%
Assisted Living Facility/RCF	13%	13%
Other Alternative Housing	1%	1%
Home Health Aide Services	8%	9%
Adult Day Care (health & social)	1%	1%
Attendant Care	5%	10%
Personal Care	14%	11%
Homemaker (non-personal care)	1%	<1%
Care Planning (benefit cost)	3%	<1%
Monitoring (benefit cost)	2%	1%

NOTE: Care management services such as assessments, care planning, reassessments and monitoring (which are absorbed as insurer administrative costs and therefore not charged against the policyholder's benefit pool) and services amounting to less than 1% usage during the quarter are excluded. Therefore, the percentages total may not equal 100%.

Type of Care Management Service (Administrative Costs)	This Quarter, % of All Services Rendered to Policyholders In- Benefit (183) by Type of Service	Cumulative % of All Services Ren- dered to All Policyholders (702) by Type of Service
Assessment & Care Planning	2%	3%
Assessment Only	3%	5%
Care Planning Only	2%	4%
Monitoring Only	25%	21%
Reassessment Only	7%	6%

NOTE: Care Management Services (reported as administrative costs) amounting to less than 1% are excluded. Therefore, the percentage sums of this and the above table may not equal 100%.

The California Partnership for Long-Term Care 4th. Quarter of 2002 Quarterly Report



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